

Extensions Planning Requires Regard for Public Concerns and Suggestions

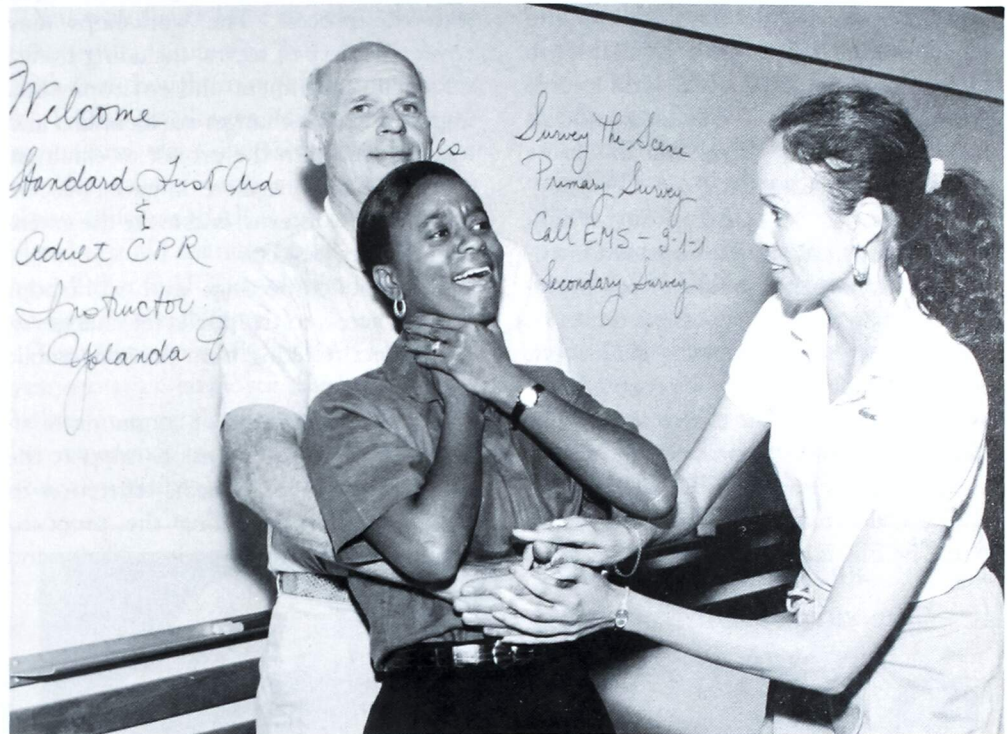
If you can listen carefully to what people say and understand their concerns, you have a least one qualification to be a member of BART's Extension Planning Department.

BART's extension planners have had a lot of experience in listening to people over the past years. They have gone into communities in the entire Bay Area to learn first-hand how local residents feel about the BART extensions that are planned to increase the District's reach in surrounding communities.

They have held public meetings, they have listened to average citizens and powerful elected officials, they have spoken to various community and homeowner groups, they have distributed newsletters, they have answered telephone calls and letters and—perhaps most important—they have gone back to the drawing board and, where possible and feasible, they have adjusted their plans for the extensions to meet public concerns and needs.

The outline of the basic plans for the BART extensions was formulated during the 1950s when BART was still mainly a dream. At that time, many people hoped that a rapid transit railroad system could be built to completely encircle San Francisco Bay. As it turned out, however, there were only sufficient public support—and sufficient funds—to build BART's existing 71.5 mile system with 34 stations in 15 communities.

Once BART's Board of Directors, in the early 1980s, committed the District to a program of extensions, detailed planning got underway. Where would the extensions go? This is both an engineering and a planning question. You can't simply draw a line on a map and say, "That's where the track will go!" Engineers want to know about underlying soil, the steepness of the topography, and the sharpness of curves. **See Extensions—page 2**



Aminta Thornton, expeditor/clerk at the Hayward Shop, isn't really choking, but she's demonstrating the International Red Cross choking distress signal, for Yolanda Vega, BART's first aid and CPR instructor. Phil Glock, transit vehicle mechanic at Hayward, is coming to Thornton's rescue with the international Heimlich maneuver. See story on page three.

Point of View of Passenger Helps Prepare Oversier for BART Job

If you want to gain a real understanding of how people feel about riding public transportation, try driving a bus in suburban Chicago for five years.

"You learn a lot about the passenger's point of view," says Paul Oversier, BART's new Chief Transportation Officer. Oversier got his bus-driving experience at about the same time he was earning a master's degree in transportation from Northwestern University. "You also learn what an employee of a transportation system goes through and you realize that there's a whole psychology of expectation and response between the passengers and the employees," Oversier says.

A knowledge of the importance of the relationship between passengers and



Paul Oversier

"front-line" employees is a valuable aid to Oversier as he joins BART at a time when station agents, train operators and line supervisors are receiving increased recognition as the key "contact" people with the District's passengers. Coupled with this re-

See Oversier—page 4

From page 1 — Extensions

BART's extension planners work with the engineers, focusing on the social and environmental impacts of possible routes. They ask questions like, "How many people can this route serve?" "Where should the stations be located?" "How much disruption to existing houses, buildings and streets will this route cause?" "Will it harm plant or animal life?" "Will local people support this route?" "Will local officials support this route?" "How will this route help traffic and air quality?"

Of course, economical feasibility, weighing questions of estimated cost and projected patronage, is also taken into consideration when identifying possible routes.

Following general planning studies, an environmental review of the proposed project is completed. This environmental review usually takes the form of an Environmental Impact Report (EIR), as required by the California Environmental Quality Act. The EIR is a critical step in the process

of implementing the extension. The preparation of the EIR provides BART with the opportunity to best understand the concerns—and hopes—of the local communities to be served by the extension. Public meetings, workshops and newsletters are all used to get public input into the process. The workshops may cover a variety of topics, including traffic, relocation, alignment and environmental impact. Feasible changes are identified and incorporated into the project to eliminate or reduce any negative impacts, resolve community concerns, and make the extension a better project.

The public meetings and workshops provide access to the public for changes in the project resulting from previous public concerns.


In general, residents of communities affected by BART's extensions support the extension program. Specific differences in public opinion regarding the proposed project usually garner wide publicity and

may obscure the underlying support for BART.

By involving the public from an early stage of the extension program, and by encouraging on-going public participation in the process of project development, it's not too much to say that BART's extension planners deserve a lot of credit for the District's underlying public support.

BART's Extension Planning Department, now a part of Development, is headed by Marianne Payne.

Staff members include: Theresa Dunn, Andrea Gordon, Marcy Heldt, Alan Lee, Molly Murphy, Leo Rachal, Bruce Williams and Karita Zimmerman.

BART's first-phase extensions are proposed to add 35 miles of double track and ten stations to the existing system at a cost of approximately \$1.6 billion. The first-phase program will extend BART service to West Pittsburg, Dublin/Pleasanton, Warm Springs and Colma. 



It's not easy to get BART's busy extension planners in one place at the same time, but here they are! Standing, from left, are Alan Lee, Marcy Heldt, Leo Rachal and Molly Murphy. Seated, from left, are Karita Zimmerman, Marianne Payne, Andrea Gordon and Theresa Dunn.

(This photograph also appears in the recently distributed BART Annual Report for the fiscal year ended June 30, 1990, but Karita Zimmerman and Andrea Gordon's names are reversed. BARTalk is happy to get things straightened out.)



Talking to and listening to the public is an important part of the work performed by BART's extension planners. Marianne Payne, who heads BART's Extension Planning Department, is shown at a public "scoping" meeting prior to the preparation of environmental impact studies required by federal and state transit agencies for the Dublin/Pleasanton Extension. Listening attentively is BART District 5 Director Erlene DeMarcus.

First Aid and CPR Training Available for Emergencies

You're visiting with a friend, just pleasantly chatting away. Your friend's 12-year-old child is nearby, eating a sucker and playing. Suddenly the child is choking, right in front of you.

What do you do? If you're Yolanda Vega, who teaches standard first aid and cardio-pulmonary resuscitation (CPR) to BART employees, you know what to do. You act almost instinctively. "I knew what to do," Vega recalls, "and I did what I needed to do." She applied her CPR training, the choking was stopped and the child was able to breathe normally again. "But I was shaking," Vega recalls.

Although Vega has been a certified

American Red Cross instructor for 20 years, the choking of her friend's child was the only life-and-death emergency she's had to face and overcome. But what if she hadn't known what to do?

You may never have to react to a life-threatening situation, but what if...? With that thought in mind, approximately 60 BART employees, including station agents and train operators, plus at least one department manager and people from many different BART jobs, have completed first-aid training under Vega's tutelage. Other BART employees are signing up now for the training.

Vega came to work for BART about a year ago as an employee development specialist for general training. Prior to that her experience included customer service and safety training for World Airways.

Shortly after joining BART, she organized a program of instruction in standard first aid and CPR. BART's station agents and train operators had always been trained in first aid and CPR, but had received their training from American Red Cross staff. Now Vega provides this training at the BART training center a few blocks from LMA.

The training is now available by monthly course offerings to all BART employees with a job related need, and it is free. Vega expects to provide training to about 100 BART employees this year. The training covers four hours of CPR and four hours of Red Cross standard first aid.

With the training, you are equipped for prompt and proper response in an emergency. Check with your supervisor. What if...? **b**

Veteran Employee Retires Following 26 Years of BART Service

Paul W. Lamoreaux, Jr., Senior Real Estate Engineer and a BART employee since 1965, is retiring. During his years with the District, Lamoreaux was involved in the acquisition of more than 3,000 pieces of property for BART's right-of-way and other facilities.

He and his wife, Patricia, who recently observed their 39th wedding anniversary, have two children, Annette, and Paul (the third Paul W. Lamoreaux). Lamoreaux is currently serving as a Director of the California Land Surveyors Association and the American Congress on Surveying and Mapping, Northern California Section. Previously he served as President of the California Land Surveyors Association, Chairman of the Northern California Section of the American Congress on Surveying and Mapping and as a director of the National Society of Professional Surveyors.

A retirement party for Lamoreaux is being organized by Lynanne Grace of the BART Real Estate Department on ext.7588. **b**



MARGARET K. PRYOR
BART DIRECTOR
DISTRICT 4

Birds and Butterflies Help Director Pryor Say 'Thank You'

BART Director Margaret K. Pryor put on her poet's cap recently and expressed in verse her thanks and appreciation for many instances of help and assistance from District employees:

If "thank you's" could
be singing birds, I'd
send a flock your way...
If "thank you's" could
be butterflies, They'd
brighten all your days...
If "thank you's" could
be flowers, I would send a
bright bouquet...
To show each and every
one of you that I'm more
thankful than mere words
could ever say.

Tuition Funds Available. Sign Up Now

You may be eligible for tuition reimbursement for a job-related course, workshop or seminar. BART has a limited number of funds available for tuition reimbursement, thanks to a program established by the Regional Transit Association.

The program covers the cost of tuition and textbooks for approved courses, but it

does not cover the cost of meals, supplies, correspondence courses or mileage. The program is temporary, depending on the availability of funds. Therefore, employees who wish to participate are urged to contact BART's Affirmative Action Department, ext. 6100, as soon as possible. **b**

newed and increased recognition of their unique importance, BART's "contact" employees on the trains and in the stations are being trained and encouraged to assume more personal responsibility for service to passengers.

Oversier also arrives at BART at a time of increasing ridership on the District's current system and the coming of extensions in four directions.

Before joining BART, Oversier was Chief Transportation Officer of the Rapid Transit Operations Department of the New York Transit Authority. The Authority, with 50,000 employees, serves five million riders a day. He went to work for the Authority in 1984 as a special assistant to the Senior Vice President for Operations.

Prior to that for more than three years, he was General Manager of the Centre Area Transportation Authority in State College, Pennsylvania. That system serves, by bus, more than a million and a half passengers a year, including students at Penn State.

Oversier is no stranger to California, however. Although born in the Netherlands, he came to California when he was three, grew up in the Los Angeles area and earned a B.A. degree in Economics at U.C. Davis. He got his first experience as a bus driver with a student owned and operated system at Davis.

"Coming back to California, especially to the Bay Area, was a factor in my decision to accept the BART job," Oversier says, "because during my years at Davis I developed an affinity for this area."

Oversier shared some impressions of BART recently with BARTALK and he singled out the District's "contact" employees for comment and praise. He likened BART's Station Agents to "ambassadors." "They are the only BART people that most of our passengers will see," Oversier says. "They represent the District. In fact, they embody the District to most people," he says. "Station Agents are our best marketing tool," Oversier notes, "and a critical component of providing better passenger service is to emphasize their marketing role," he says.

What about the agents? Are they up to meeting these expectations? "They're up to it! They certainly are," Oversier says, "and it's absolutely necessary, if BART is going to meet its objectives, for the station agents to be trained as well as possible in recognizing the needs of passengers and to take the responsibility for meeting those needs."

Oversier sums up his management philosophy in two words, accountability and resources. "I strongly believe in a decentralized management approach," he says. "We want to encourage people to take the initiative and make decisions as close to the point of contact with customers as is reasonable. Of course, they'll be held accountable for those decisions, but they'll be backed up with the right tools, including proper training, clear direction, understanding of their responsibility and how it fits in with the District's overall goals, encouragement and whatever resources we can reasonably provide," he says.

"In other words," Oversier says, "my number-one priority is to empower people at all levels of the organization to feel a sense of ownership and responsibility for their piece of the railroad."

Oversier notes that BART's job is a lot tougher than that of many transit agencies located in large cities with high transit ridership. "People have transportation options in the Bay Area," he explains. "They don't have to ride BART. They choose to ride BART and so they hold us to higher standards. If we let them down, they have choices. That makes it tougher for us," he says.

"People expect BART to provide safe, speedy and reliable transportation in an aesthetically pleasing environment," Oversier says, "and they're not happy if there's any snag in reaching their destination."

Also high on Oversier's list of priorities is figuring out how to overcome some of the problems involved in reacting to delays because of inherent "inflexibilities" in the system. "A short delay can cause a logjam and affect a lot of riders," he says, "But because of our present track and switch layout and the relative inflexibility of our

Concord Yard on Track With Attendance

Personnel at the Concord Yard are setting enviable perfect attendance records. During July, August and September, the following train operators and foreworkers had perfect attendance.

Train Operators: Chris Brigham, Robin Chartock, Renay Figel, Paulette Graves, Joe Grima, Brenda Hom, Eric James, Don Jewell, Stanley Jiggetts, Donald "Doc" Saindon, Larry Snyder, Bill Trotter, Steve Williams and Henry Young.

Foreworkers: Bill Richards and Ken Sherman.

Perfect attendance records were also set at the Concord Yard for October, November and December by train operators Mike Bleuel, Robin Chartock, Linda Eden, Renay Figel, Richard Fleming, Joe Grima, Robert Hall, George Istvan, Eric James, Stanley Jiggetts, Margie Johnson, Ken Lanham, Dan McGee, Robert Runge, Larry Snyder, Bill Spears, Clint Story, William Trotter, Jerry Warren and Henry Young.

Also achieving perfect attendance at the yard were foreworkers Steve Johnson and Ken Sherman and operations supervisors Chuck Brown, Al Quintana and John Semien.

train control system, it's difficult to manage the impact of delays as well as we'd like to. We're looking into new methods of reacting to problems that cause delays."

Oversier, his wife and two children, live in Oakland. "I can tell you I haven't had much free time for relaxing," he says, "but we're all thrilled to be in California." ■

**Newly married?
New family member?
Other changes in your life?
Call Extension 6208**

Station Agents Remember the 'Quake

BARTalk salutes all of the District's station agents who played such a key role in delivering service on the night of the earthquake and for weeks thereafter at an unprecedented level. Here are a few memories that represent the job done by all the District's station agents.

Margaret Moreno, a BART Station Agent for 17 years, was on the freeway on her way to the Hayward Station when the earthquake hit. She thought she'd run over something.

As soon as she reached the station,



MORENO

however, she learned that an earthquake had taken place and that all passenger service was suspended—at least until the integrity of the system could be established.

"People in the station were a little panicky—maybe apprehensive's a better word," Moreno remembers. "They wanted us to verify just how bad the quake was," she says.

The lights did not go out at the Hayward Station. Traction and facility power was uninterrupted by the quake and telephone communication remained intact. She received continual information from Central Control.

Passengers at the station were disembarked and directed to the station concourse below the platform. Many of them stayed there for hours, waiting to meet BART passengers from San Francisco who were being brought to the Hayward Station in buses. "Some of those passengers didn't reach the station until ten-thirty and later," Moreno says, "because a few of the buses were routed over the Golden Gate and San Rafael-Richmond bridges. Most of the people who were picking them up just waited here patiently for hours."

There was a barrage of questions all dur-

ing the evening and into the early hours of the morning from people waiting in the station and from others just arriving by bus or car to find out if BART was running. Ordinarily the station closes its gates around 12:30 in the morning, but on the night of the quake the station was kept open until 4 a.m. Regular passenger service was resumed at many points on the system a few hours after the earthquake, but at Hayward no train arrived at or departed from the station until commute time on Wednesday morning.

Moreno got home that morning after four o'clock. She lives fairly close to the Hayward Station, in San Leandro, and returned for her regular shift later that day.

From then on until the Bay Bridge was reopened, she worked twelve-hour days.

"You could tell at a glance that we were carrying more passengers," Moreno says. "The concourse would be filled as the trains came in the evening, and you got a lot more questions," she says.

Most of the additional passengers had never ridden on BART before, or so it seemed to Moreno, but they took the newness of the experience in stride. "They asked questions, of course," Moreno remembers, "but most people were even-tempered. They caught onto using BART right away. They seemed appreciative of the fact that we were there," she says.

A few people seemed impatient and overbearing, Moreno recalls. "A few passengers seem thwarted by the whole thing.



Art Richardson

I think the situation made some people feel helpless, like they couldn't be in control, people who were used to being in control of things," she says, "but the most demanding ones would simmer down in a moment or so when you talked to them and they realized that we were doing our best to get them to wherever they were going."

"A lot of people told me that they'd never even considered riding BART before," Moreno says. "Can you imagine? Never even considered! But I think we opened a lot of eyes," she says.

When the bridge was back in operation and the pressure was off BART, when Moreno had a moment to reflect on the month following the earthquake, she felt a sense of accomplishment.

"We knew a few hours after the earthquake that BART had come through okay. We knew when we heard about the Bay Bridge that BART was going to be the only link. We had this feeling that it was up to us. Later on, when we thought about it, we knew we had done the job. This time we got some good publicity and we knew it was justified," she says.

Alita Vang has been a BART Station Agent for nearly 16 years, but nothing she'd seen previously was like the days following the earthquake.



VANG

She didn't happen to be on duty at the West Oakland Station the actual night of the quake, but she was the next day and the most deadly evidence of the killing power of the temblor—the collapsed Cypress freeway—was only a glance away from the station platform.

"It was several days after the quake before I could bring myself to go up to the platform and look over at the wreckage," she says, reflecting on the helplessness of the people killed in the collapse and the

Station Agent Memories

capriciousness of the earthquake's power.

BART's Transbay Tube was closed for several hours, of course, on the night of the earthquake until engineers could vouch for its safety. It was closed again relatively briefly on the next night, too. "It was closed to all traffic around nine," Vang says, "because of reports from passengers that they'd seen some water leakage."

Those reports were checked out. The Tube was fine, just as had been determined the previous night. There is always slight harmless seepage in the Tube.

The West Oakland Station was one of the busiest stations on the BART system during the month that BART carried the brunt of crossbay commuter traffic. "We were surrounded by buses and nobody seemed to know what their schedules were," she says, "but we had AC Transit people here trying to get things straightened out."

Workers on the Cypress structure used BART to get to and from work. Officials from various governmental agencies were in and out of the station on inspection trips.

"It was a real busy time," Vang says, "with about four times our usual traffic and many more requests for information." She recalls that people simply wanted to be reassured. Many of them were frightened, particularly those who had never before ridden on BART. "They would ask me if the Tube was really safe—I got that one over and over," she remembers.

She had to deal with "tourists," as she calls them, who wanted to gawk at the wreckage of the Cypress freeway. "I'm afraid I didn't have much sympathy for those types," she says, "and I might tell them to go outside, turn left and walk two miles."

The strain of the never-ending long hours, day after day, would have been worse for Vang if she hadn't been able to compare notes on what was happening at BART with her husband, David, who works at the Concord Shop. "He was working seven days a week, but we saw each other a little, like ships passing in the night, and it helped me to know that other parts of BART were holding up and

getting things done," she recalls.

"It begins to get on your nerves, though," Vang says, "and I began to wonder if it was going to go on until Christmas."

Vang was certain about one thing: "We all had the feeling that the community really needed us. We rearranged our lives to get the job done," she says. "Remember," Vang says with a smile, "We were the only banana in town."

It's pretty hard to find a busier place at BART than the Montgomery Street Station in San Francisco at the start of the afternoon commute. That's where Heather Hawkins was on the day of the earthquake.

A Station Agent since 1973, Hawkins says the afternoon rush was in "high gear" when she heard what she thought was a MUNI bus colliding with another vehicle up on Market Street.

An instant later, however, she knew the noise she had heard was no collision. "At first, there was a little shake, but then I knew it was an earthquake," Hawkins remembers. She thought to herself, "Okay. This is it. Here we go!"

The first thing to go, it turned out, were the lights in the station and the traction power. At that moment, there was only one train in the station, bound for Daly City on Track No. 1.

"It was still light outside, so the people in the concourse area were relatively calm," Hawkins says, "but passengers were getting a little hysterical downstairs on the platform, mainly because of the loss of lighting."

There were two other agents in the station at the time of the quake. She posted one at the top of the escalator and another at her booth.



HAWKINS

"I didn't have time to get hysterical," Hawkins says with a laugh. Then she went to a nearby drugstore and bought every candle she could talk out of the clerk.

She returned to the station and went down to the platform, "It was absolutely pitch black," Hawkins recalls, "and the only little glimmer of light came from my candle. We told everyone to leave the platform and station. We told them how many stairs there were and where the landings were," she recalls.

All passengers left the station, but many drifted back after they'd glimpsed conditions in downtown San Francisco. The city was without power, the MUNI underground was not running, there were no buses in operation. "We let people return to the station, but not to the platform," Hawkins says. A few passengers tried to return to the platform, but a man called out "Didn't you hear what the lady said? We're supposed to stay up here." "It was like that all night. Most people cooperated," Hawkins says.

At first for a few minutes at most, Hawkins had telephone contact with Central Control, at least intermittently, but then that contact was lost completely. The operator of the train downstairs, however was in radio contact with Central and so Hawkins had a tenuous contact with Oakland.

One passenger brought a portable radio to the station booth so that incoming information could be relayed to the passengers waiting in the concourse. "We could hear sirens all around us, but we didn't really know what was happening until we got that portable radio," Hawkins says.

At one point, after midnight, she agreed to accompany a group of people who were headed for the Ferry Building at the foot of Market Street. Ferries were running from that point to Oakland. "I think they just wanted the reassurance of having someone in uniform with them," she says.

Hawkins lives in Oakland and, of course, had not been able to telephone her husband. Most of the telephones in San Francisco were out of service. Her brother-in-law, who lives in San Francisco, showed up at the Montgomery Street Station on his bicycle around 2:30 a.m.. Somehow

Station Agent Memories

Hawkins' husband had been able to reach him by telephone. He agreed to peddle downtown and find Hawkins. "My husband's message was that he would wait for me at Jack London Square to meet me from the ferry," Hawkins says, "and that's where he was when I finally was able to start for home around three in the morning."

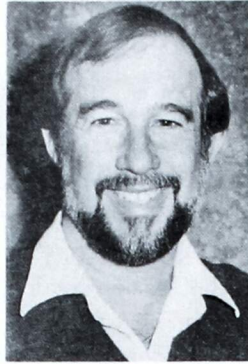
She was back at work in a few hours. "I felt I should get right back," she says. "Some of the other agents had small children at home and other difficulties, and it was easier for me to be able to report back," she says.

Over the next few days, the aftershocks caused Hawkins a lot of alarm, just as they did everybody else, but she was almost too busy to notice them because of the additional crowds of commuters that streamed through her station. "You could tell that you were seeing different people," Hawkins recalls. "Some of them had never been on BART. They tried their best to understand everything, but they'd get confused and we had to do our best to straighten them out," she says.

Heavy trucks frequently rattle across the intersection of Mission and 16th streets in San Francisco, causing vibrations that can be felt below in the station agent's booth and, for a few seconds on the afternoon of October 17, 1989, Frank Serra thought a truck was passing by overhead.

"The rattling didn't stop, though," Frank remembers, "it kept on going. I knew then it certainly wasn't a truck." In a moment or two, Serra says, "everything in the station lifted up. It was just like a wave. I saw it move through the station."

Serra heard circuit breakers exploding in the power substation located in the station and suddenly all the lights went out. People started streaming up to the concourse level from the platform, where an East Bay-bound train was ready to pull out for the Civic Center Station.



SERRA

the public address system—it was still working—to control the crowd's departure from the platform and to try to inject a voice of reassurance.

Then he checked in with Central Control and carried out an inspection of the substation, the platform and the concourse. He had one lone candle, but in a few minutes using a can of oil from his car, the string from lost-and-found tags and some coffee cups, he fashioned several lamps.

His brother-in-law, who was working at a downtown San Francisco hotel, showed up with a load of candles.

One of the public telephones rang, a man answered it and then called out in the semi-darkness, "Anybody here by the name of Frank?" Serra knew that had to be his wife. He knew she had the number

"Passengers from the platform weren't panicky, but they wanted to get upstairs. The only light on the platform level was from the train standing there," Serra says.

Serra used

Serra managed to move through the crowd to the telephone and then reassure his wife that he was okay. She was calling from their home in Hercules. How did she get through? Telephones were out in most parts of the city! Just one of those quirky, inexplicable happenings of that memorable evening.

Passengers still waited in the concourse, hoping that passenger service would resume shortly. From time to time Serra would relay bits of information that reached him from Central Control. At one point, Serra told the crowd that the Bay Bridge was out. BART was okay, he told them, but for the time being there was no power to operate the trains.

Then, around ten o'clock, traction power was restored, trains began moving and suddenly the station lights came back.

Serra, in his 16th year, as a BART Station Agent, got home that night at 3:30, managed to get a little sleep and then returned to work.

From that point on, the 12-hour days began. For Serra it meant 14 hours, including taking BART to and from the Richmond Station. He took a night-owl train from the 16th and Mission Station about 3:20 a.m. and waited at the 12th Street Station to get a northbound train.

"We were crowded at 16th and Mission," Serra recalls of the month following the closure of the bridge, "and it didn't seem to matter what time of day it was."

Those extra-busy days reminded him of the evening of the earthquake—without the shaking. "There was a lot of commotion going on!" he says.



Art Richardson

of that particular telephone. Besides, who else would be calling?

It was a typical change-of-shift routine for Stan Howard, a BART station agent for ten years, at the Coliseum Station just before the earthquake struck. He was stepping out of the booth and the agent coming on duty was stepping into it.

"As soon as it hit, I knew it was an earthquake," he says, "but the other agent didn't know what was happening. She just grabbed me and hung on."

Station Agent Memories

Howard recalls a "waving, rocking motion, the strongest I'd ever felt." He tried to console the other agent and at the same time take in what was happening all around



HOWARD

him. The lights went out. The emergency power didn't kick in. The telephones were dead. The public announcement system was dead. Passengers were milling around.

"I shouted out to stay calm and take it easy," he says, "and people began to quiet down."

He and the other agent made an inspection of the concourse, the platform and the trackway. They saw no obvious damage and reported their finding to Central.

As twilight faded, the darkness closed in. Passengers on the platform upstairs were directed to return to the concourse. Howard told passengers that, for the time being, there was no train service. Many passengers were getting news on portable radios and it gradually sunk in that they might be in for a long wait.

"One woman was especially concerned," Howard recalls. "Her husband was a truck driver and she was worried about him being on the Cypress portion of the freeway," he remembers.

The telephones came back about 8:30 and Howard was able to reach a friend with news that he was unhurt. Later that night, he recalls, partial passenger service was resumed on the Richmond-Fremont line and around eleven, electricity for the station was restored.

He recalls the next few weeks as "really, really busy," with twelve-hour shifts seven days a week. "I wasn't surprised at the size of the crowds," he says, "but just seeing them here was quite an experience." Also, he recalls with a smile, "They asked a lot of questions."

Shortly before five o'clock on the afternoon of October 17, 1989, Matt Friedrichsen, Operations Supervisor for Station

Operations, a 19-year BART veteran, was at the Balboa Park Station in San Francisco, checking on how the shuttle to Candlestick Park was working.

When the last fan got away for the ballpark and the World Series game, Friedrichsen headed for his home in San Francisco. His shift ended at five, but he got off the train at the 16th and Mission Station to have a quick word with Frank Serra.

"I was standing in the doorway of the station agent's booth talking to Frank," he recalls, "and I felt a fantastic rolling sensation." For a split second he thought a train was on the tracks directly below the booth "with a bad set of flat wheels." But in another split second he knew it was a quake. "I was lifted up and down as if I were riding a wave," he remembers. Friedrichsen and Serra looked at each other "It looks like it's going to be a long one, Frank," Friedrichsen said.

The primary station lights went out, but then the emergency lights kicked in and the station had lighting for about an hour.

Passengers on the platform, and on the concourse level made a bee-line for the public telephones. When the emergency lighting system was exhausted, passengers on the platform waiting to use the telephones had to return to the concourse. No passengers were permitted to wait on the platform.

At first, because third-rail power was "bleeding over" from power sources on the East Bay, there was sufficient power to light the train standing in the station. That supplemented the emergency lighting, but Central Control eventually switched off the bleed power from the East Bay. The earthquake had knocked out third-rail power from West Bay sources.

Information about the damage caused by the earthquake gradually filtered in to the station. A few passengers were listening to portable radios and others were getting information as they telephoned relatives and friends. Other people came down into the station from the darkened streets above.

There was no damage, however, to the station or the platform and trackway. Friedrichsen had made a walk-through inspection of the facilities with Serra right after the

quake. "I was curious about structural damage," Friedrichsen recalls, "especially after that wave action, that lifting up and down of the quake." He was concerned that damage might have occurred that would put the District out of action for a long time. "It was peace of mind to find out BART had been built so well. We couldn't see any damage, but the force of that wave concerned me," Friedrichsen says.

Early in the evening, Serra rigged up some candles to place in the booth and above the ticket gates. "Frank seemed to have an answer for every problem," Friedrichsen comments, "and he kept a sense of humor and even shared his lunch with me." For a few moments, Friedrichsen says, "I was oblivious to the problems of the evening when I tasted that delicious cheese, white and crumbly, from some place in South America. It was like getting a reward," he says.

Friedrichsen finally reached his wife by telephone and left the station at 1:30 in the morning. He knew that MUNI had no power throughout most of the city, but he was hoping he could walk downtown and get a cab to his home in the northwestern corner of the city. To his surprise, however, a diesel bus was operating on Mission Street and he was able to reach Fourth and Mission. "It was so dark downtown that I couldn't recognize anything," he remembers. "There was no light at all. The night sky was dark," he says.

"I felt very safe the whole time because the police coverage was immense. They were constantly making sweeps and the city was very much under control," he says.

He finally reached his home at 2:45 and a few hours later reported for work as usual for his next shift. **be**




FRIEDRICHSEN



Congratulations are in order for perfect attendance records set by BART's Automatic Fare Collection crew. Standing, left to right, are David Bryant, Elmer Bailey, Chuck Louda, Steve VanDenBroeke, Jim Brown, Carl Bilton, Don Hazard, Hank Loud, Tony Williams, Ruth Jones and Larry Sterling. Seated are Marion O'Leary, Don Volgamore and Harry Gee. Not shown are Mike Brotsis, Linda Lew, Jim Oehringer and Ray Ong.

Fare Collectors Ring Up Impressive Attendance Records

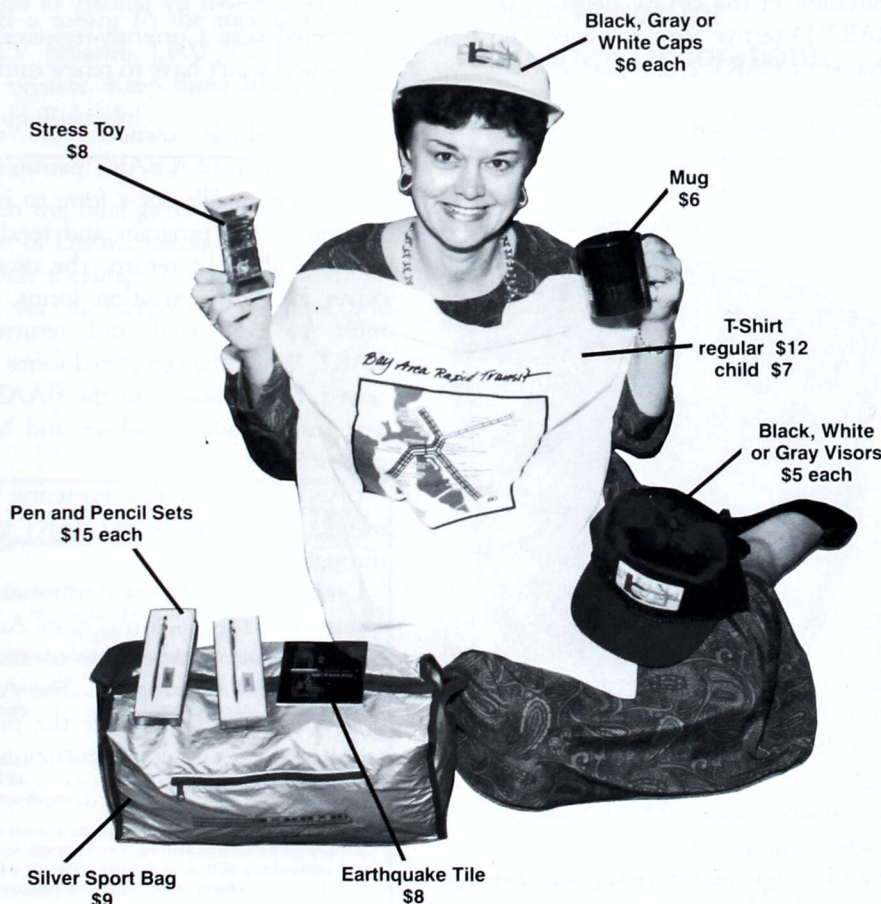
Members of BART's Automatic Fare Collection crew recently racked up some impressive perfect attendance records, including 15 years for David Bryant and ten years for Jim Brown, Harry Gee and Marion O'Leary.

Honored for at least six months of perfect attendance were Elmer Bailey, Carl Bilton, Mike Brotsis, Don Hazard, Ruth Jones, Linda Lew, Hank Loud, Chuck Louda, Jim Oehninger, Ray Ong, Manny Quaresma, Larry Sterling, Steve VanDenBroeke, Don Volgamore and Tony Williams. 

BART SOUVENIRS NOW AVAILABLE

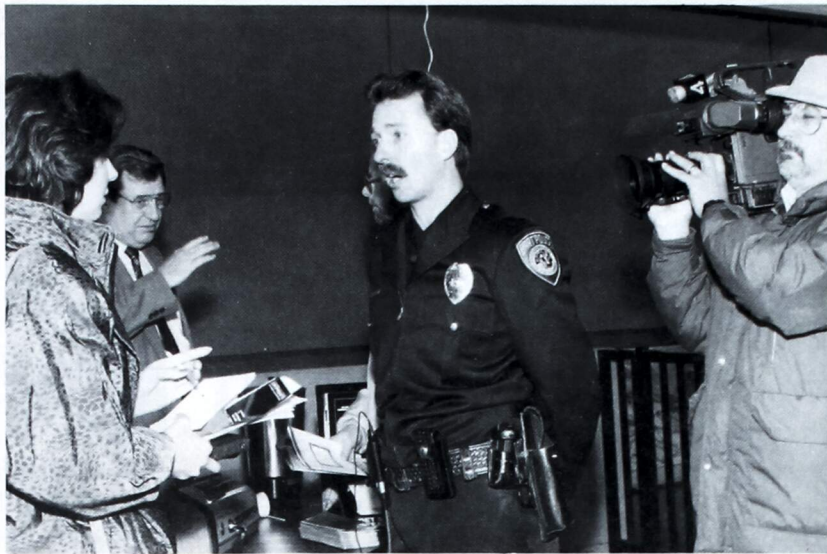
BART souvenirs are now available for sale to BART employees at The Company Store in the Pass Office on the concourse level at LMA. Wear and use these BART souvenirs and boost your BART connection.

Company store hours are 8:30-5:00, Monday, Wednesday and Friday and 8:30-6:00, Tuesday and Thursday. Prices include taxes. Pay in cash or by check.



Starla Bahem, Passenger Service Representative, displays the array of BART souvenirs available at The Company Store at LMA.

**Sign Up for
BAAT
Protection!
BART Vehicle
Protection!**



**It's Easy!
It's Free!
It Makes Sense!**

More than 1,100 BART patrons and employees have signed up to protect their vehicle under the BART Against Auto Theft (BAAT) program, which got underway on December 4.

BART employees are urged to sign up for the protection the program offers to their vehicles.

The program is aimed at preventing the theft of vehicles that are parked during the day while their owners are at work. BAAT provides protection for cars parked on the street, as well as for those in BART parking lots.

Here's how the program works: the owner of a vehicle voluntarily registers it with the BART police; he or she declares that the vehicle is normally parked between 10 a.m. and 3 p.m. and 1 a.m. and 5 a.m. on working weekdays.

Registered vehicles are then identified by a BAAT decal placed in the rear window. If a police officer from any Bay Area police or sheriff's department spots the registered vehicle being driven within the prescribed hours, the officer can stop the vehicle and find out if the driver is operating a stolen vehicle.

Of course, the BAAT program can't prevent vehicle owners from driving their car anytime they please, but owners of BAAT-registered vehicles might find themselves stopped by a police officer if they are driving their car during the hours covered by the program.

So far, two BAAT-registered vehicles have been stolen and recovered. The Oakland Police Department recovered one of the vehicles already partially stripped, even before the owner knew it was missing.

In the second case, a California High-

BART Detective Steve Langner got a lot of attention from Bay Area news people when the new BART Against Auto Theft (BAAT) program was announced. Langner, in charge of BART crime prevention activities, was instrumental in organizing the BAAT program.

way Patrol officer spotted the BAAT decal on a car headed south on Interstate 5 and stopped and questioned the driver. Not satisfied with the answers he was getting, the CHP officer telephoned BART Police and, on the basis of the information received from BART, he arrested the driver and a passenger.


A lot of credit for the development and initiation of the BAAT program goes to BART Detective Steve Langner, who is in charge of BART crime prevention activities.

Although similar decal programs exist in several other cities. BART's is unique in that the BAAT program protects vehicles during daytime working hours. Police agencies throughout the state have been informed of the program and are alert to the significance of a vehicle being driven with a BAAT decal during the hours covered.

BART Police are making it as easy and painless as possible for drivers to register their vehicles. In the first place, the protection program is absolutely free! Vehicle owners pay nothing. The registrations must be renewed by January of every off-numbered year. Currently-registered vehicle owners won't have to renew until January, 1993.

Also, vehicle owners can register through the mail! A BART patron (or employee) simply fills out a form to indicate interest in the program and sends it to BART Police. In return, the owner receives BAAT registration forms, which must be completed and returned to BART. When the completed forms are received, BART sends out the BAAT decal and instructions on where and how to place it in the vehicle.

BART Police are also registering vehicle owners directly in selected BART stations through March 26.

Langner received an enthusiastic response from the California State Automobile Association when he contacted it about the BAAT program. The Association is helping to publicize the program and is making available registration forms at CSAA offices. 





If you see a lot of BART employees holding their breath and touching their toes—don't worry. They're just trying to kick the smoking habit! Taking deep breaths and exercising to relieve tension are two ways to help get over the sudden saying "no" to nicotine. BART facilities went completely to a no-smoking on the job policy on November 15.

Verdal Brown-Owens, a Station Agent with BART for more than 17 years, has good reason to be proud. Her daughter Conesha, 18, who graduated last spring from Pittsburg High School with a 3.0 grade average, recently competed in the Miss Teen California pageant. She was named "Best Teen Talent in California" for singing "Home" from the musical "Wiz."

Innovative thinking put \$150 in the pocket of Rolando Bantugan, an electrician in Power and Way Maintenance. He was recently awarded by BART for figuring out a means to the modification of 34.5 KV breaker, 1,000 VC main and feeder breaker. Keep those brain circuits juiced up, Rolando!

When the final gavel fell at the recent auction of District automobiles and vehicles, bids totaling \$28,225 had been received for 32 BART automobiles and vans.

Wigs and Witches



Getting into the Halloween spirit—and their costumes—were, standing from left, Vicki Wills, Sue Angeli, and Florenzi Grant, and clown Alicia Stroup. As an annual tradition, these characters (excluding Florenzi Grant, she insisted on having her picture taken) ride BART trains and hand out "goodies" to BART passengers as BART's way of saying "Thank You" for your patronage.



BART carried many ballet lovers to San Francisco for holiday performances of "The Nutcracker." Ballet performers rode BART to publicize the event.

East Bay Booths Win Prizes for Holiday Decorations

Booths at the Fremont, 19th Street and Rockridge stations captured the top prizes in the annual holiday booth decoration competition. A total of 28 booths took part in the judging.

Station Agent Edith Miranda's handmade Nativity scene was part of the first-prize Fremont booth. The train information monitor was decorated to represent a giant Santa Claus, giving the impression that "the jolly old elf" himself was providing arrival and departure times to BART passengers. The judges considered the Fremont decorations to be "exceptionally original."

The second-place winner was the booth put together by Station Agent Wayne Hurada at the 19th Street Station in Oakland. Hurada decorated the booth to resemble a brick house complete with stars and icicles.


Third place went to Station Agent Bob Wall's booth at the Rockridge Station. The booth imparted the feeling of a warm and cozy living room with a fireplace.

Daly City Crew Carries On Hayward Tradition

When Ed Dutkowski moved over from the Hayward Shop to the Daly City Shop he brought with him a tradition of Christmas sharing that he had helped develop with his co-workers in Hayward.

That tradition was to provide food and holiday gifts for families who faced a bleak Christmas.

BART employees at Daly City—71 in all—responded to Dutkowski's pleas for assistance and raised \$700 in cash and gifts, enough to help two families. Rita Perea at the Daly City Community Center selected the families to receive the benefits. (Dutkowski learned later, that Epic Perea, a train vehicle mechanical at Hayward since 1972, is Rita's father.)

Meanwhile at Hayward, the entire Hayward facility took part to aid three local families, through the assistance of the Alameda County Social Services. Hayward provided food and toys and clothing. "Our biggest request this year was for food," says Mike McCoy, Hayward supervisor, "and everybody was exceedingly generous. Let me tell you there were some hard cases out there this year and we were glad to help." 



BARTalk

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BARTISTICS

RETIRED

(September 1 to November 30, 1990)

Years of Service

Gentry Rousseau
Louis Davis
Roland Steingass

19
16
14

SERVICE AWARDS

(September 1 to November 30, 1990)

20 YEARS

Manuel Leita
Harold Kinney
David Coleman

Rockne Green
Timothy Oshea
Michael Thurgood

John Wong
James Robinson
Travis McAfee

15 YEARS

Jimmy Lynch
David Williams
Eleanor Morris
James Wells
Sammie Robinson, Jr.

John VanArtsdalen
Maria Castillo
Josephine Parento
Mark Huddleston
Mario Contreras

Leo Wong
Arlene Dawkins
Leroy Pierce
Bertha Menyweather

10 YEARS

Bruce Wobig
Diann Currie
William Hatteroth
Rolando Babiera
Ruth Ticoulat
Nancy Harris
Gregory Graham
Gary Hubbard
Richard Abdelnour
Joanna Phu

Charles Beers
Renay Figel
Barbara McCarthy
William Person, Jr.
James Vanderway
David Chan
Robert Summers
Aston McLachlan
Edward Pittson, Jr.

Michael Capizzi
Jose Garcia
Frederick Robinson
Alvan Teragawachi
Robin Cody
Theotis Jones
Paul Holton
Francisco DeGuzman
Stephen Zakerski

5 YEARS

Leslie McCormick
Paul Chan
Melena Gallagher
Norbero Jovero
Elizabeth Veneracion

Curtis Lum
Noelito Yumul
John Veasy
Edward Snell

Rod Rodrigues
Christopher Flynn
Donald Fain
Renato Uychoco

NEW HIRES

Donald Dyer
Frederick Rainey
Christopher Shipley
Roberta Collier
Augustus Jones
Chaz Hunt
Colleen McCarthy
James Ross
Herman Simien
Derek Kasel
Lidia Rajczyk
Esther Low
Keith Justice
Kerrie Patten
Frank Lucarelli
George Knott

Charles Wright
Michael Pon
Carl Hendricks
Tyrone Forte
Teresa Banks
Guy Hurd
Paul Oversier
Gerald Sain
Henry Young
Pamela La Fleur
Gary Timm
Teri Bivings
Carolyn Nuesslein
William Derksen
Phyllis Tom
Edward Perea

Ildfonso Makinano, Jr.
William Schultz
Jun Dela Cruz
Cheung Tsai
Patricia Hirota
Donald Martin
Paul Rogers
Catherine Schling
Fola Da Silva
Sean McCarthy
John Kelly III
Anna Chow
Bruce Williams
Augusto Escoto
Louis Perry
Robert Zickwolf